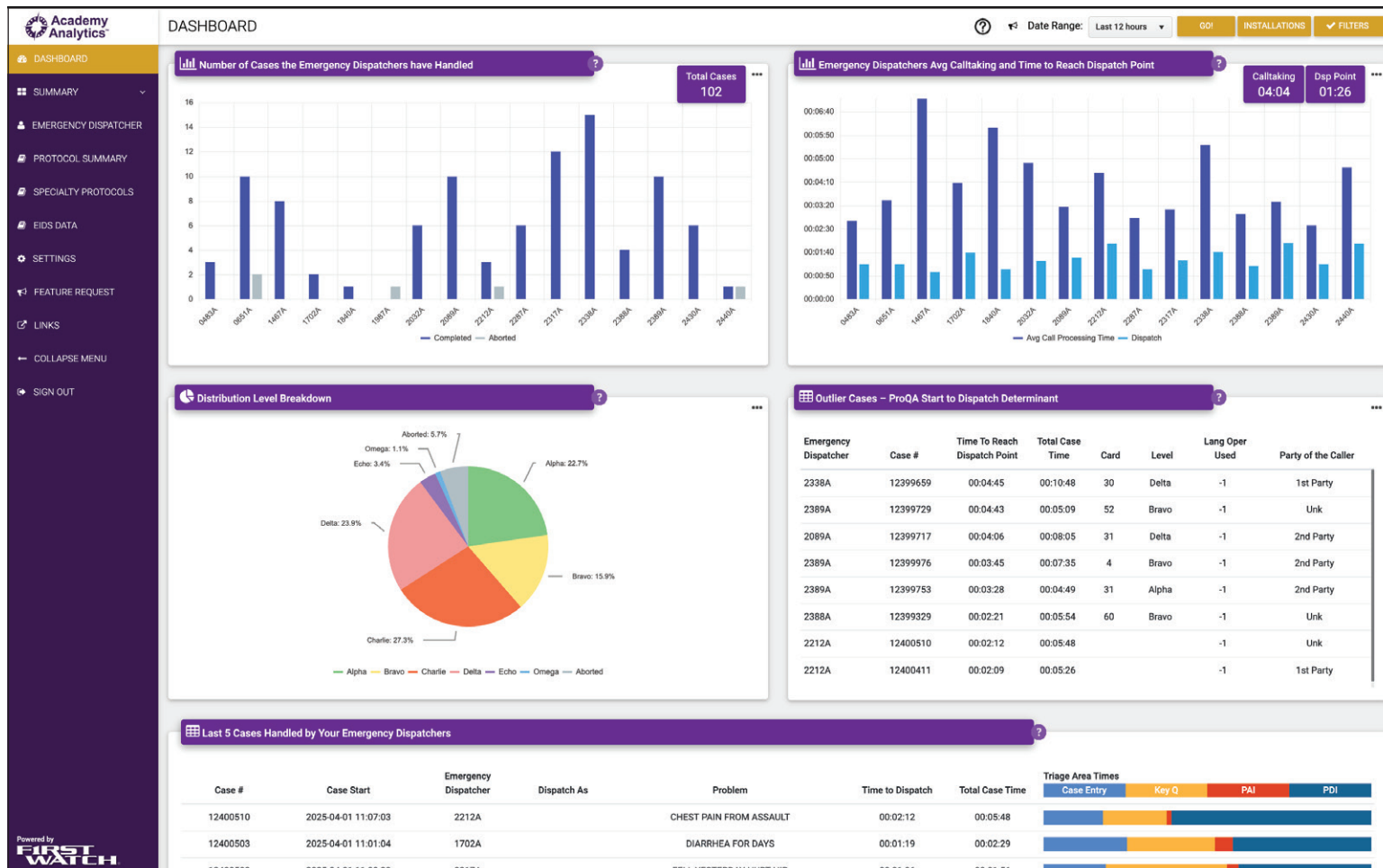


With Academy Analytics you can:

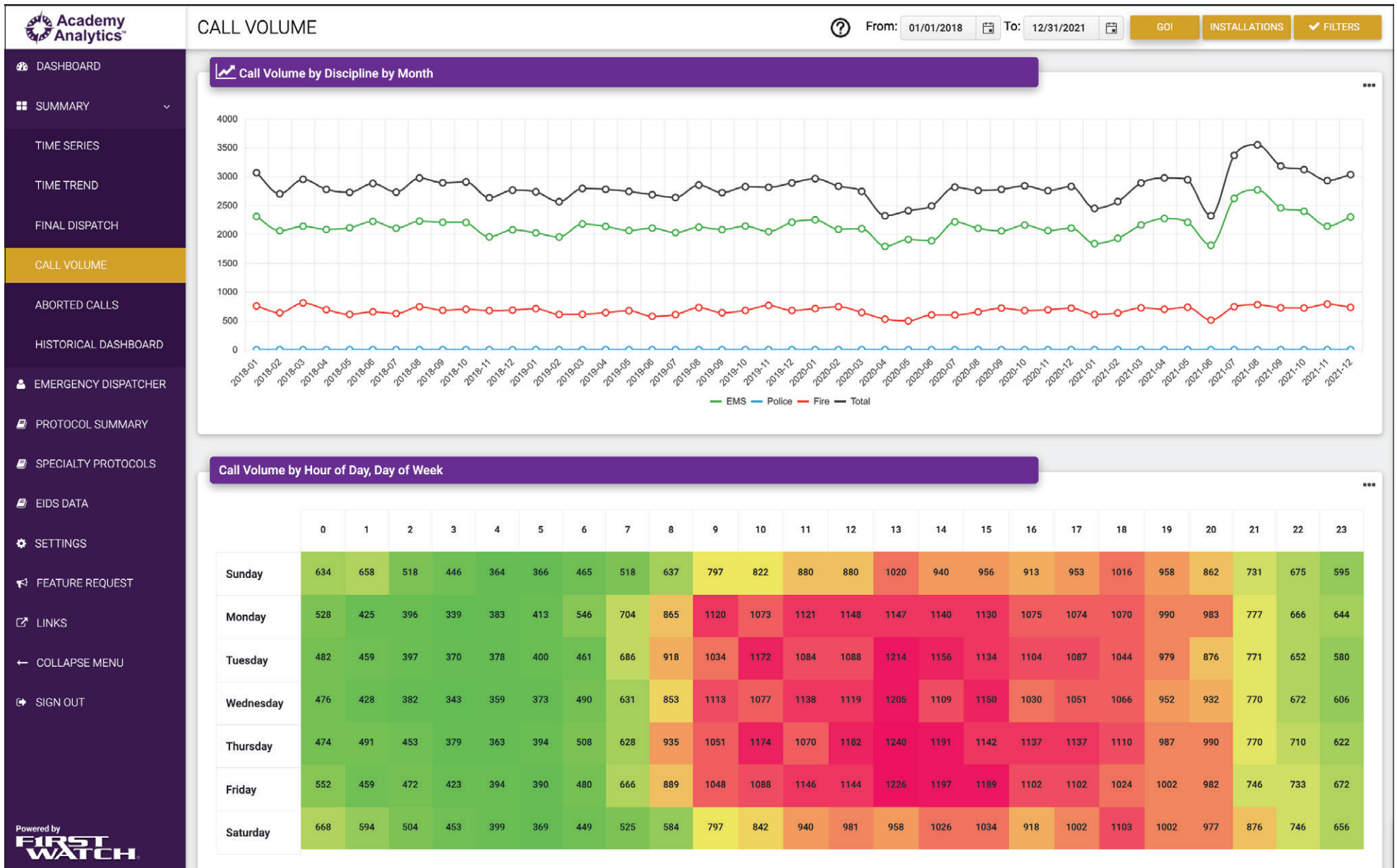
- Monitor your center's ProQA performance, **in near real-time, from anywhere!**
- Instantly identify outlier cases for review.
- Provide teammates with a dashboard that shows how they are doing on the things that matter.
- Know when there is an increase in aborted or overridden calls.
- Balance the workload to help manage employee stress.
- Coach your team to optimal performance.
- Potentially increase the number of cardiac arrest patients that survive.



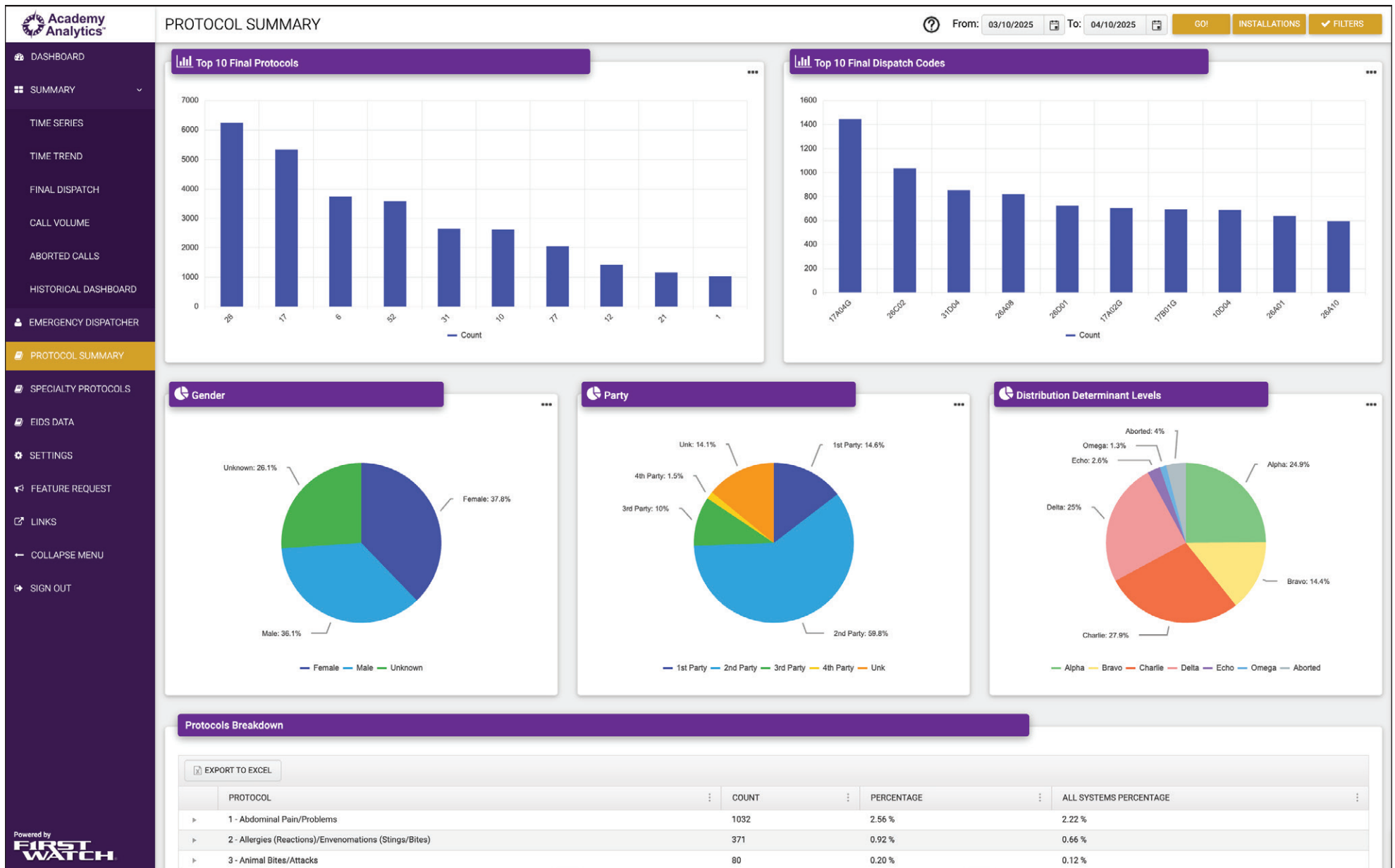
View your ProQA dashboards and analytics from any web-connected device!



Academy Analytics™



Academy Analytics™



- DASHBOARD
- SUMMARY
- TIME SERIES
- TIME TREND
- FINAL DISPATCH
- CALL VOLUME
- ABORTED CALLS
- HISTORICAL DASHBOARD
- EMERGENCY DISPATCHER
- PROTOCOL SUMMARY**
- SPECIALTY PROTOCOLS
- EIDS DATA
- SETTINGS
- FEATURE REQUEST
- LINKS
- COLLAPSE MENU
- SIGN OUT

Powered by **FIRST WATCH**

PROTOCOL SUMMARY

?
From: 03/10/2025
To: 04/10/2025
GO!
INSTALLATIONS
FILTERS

Protocols Breakdown

EXPORT TO EXCEL

PROTOCOL	COUNT	PERCENTAGE	ALL SYSTEMS PERCENTAGE
1 - Abdominal Pain/Problems	1032	2.56 %	2.22 %
2 - Allergies (Reactions)/Envenomations (Stings/Bites)	371	0.92 %	0.66 %
3 - Animal Bites/Attacks	80	0.20 %	0.12 %
4 - Assault/Sexual Assault	297	0.74 %	1.20 %
5 - Back Pain (Non-Traumatic or Non-Recent Trauma)	432	1.07 %	0.86 %
6 - Breathing Problems	3731	9.25 %	7.29 %
7 - Burns (Scalds)/Explosion (Blast)	36	0.09 %	0.11 %
8 - Carbon Monoxide/Inhalation/HAZMAT/CBRN	14	0.03 %	0.07 %
9 - Cardiac or Respiratory Arrest/Death	592	1.47 %	1.43 %
9-B-1	92	0.23 %	0.25 %
9-D-1	35	0.09 %	0.11 %
9-D-2	20	0.05 %	0.05 %
9-E-1	373	0.92 %	0.80 %
9-E-2	59	0.15 %	0.13 %
9-E-3	4	0.01 %	0.02 %
9-E-4	1	0.00 %	0.00 %
9-O-1	8	0.02 %	0.06 %
10 - Chest Pain (Non-Traumatic)	2610	6.47 %	4.99 %
11 - Choking	176	0.44 %	0.36 %
12 - Convulsions/Seizures	1426	3.53 %	2.75 %
13 - Diabetic Problems	523	1.30 %	1.29 %
14 - Drowning (near)/Diving/SCUBA Accident	5	0.01 %	0.03 %
15 - Electrocuting/Lightning	8	0.02 %	0.02 %
16 - Eye Problems/Injuries	81	0.20 %	0.10 %
17 - Falls	5313	13.17 %	9.06 %
18 - Headache	271	0.67 %	0.47 %
19 - Heart Problems/AICD	632	1.57 %	1.24 %

SPECIALTY PROTOCOLS

?

From: 03/10/2024

To: 04/10/2025

GO!

INSTALLATIONS

FILTERS

DASHBOARD

SUMMARY

TIME SERIES

TIME TREND

FINAL DISPATCH

CALL VOLUME

ABORTED CALLS

HISTORICAL DASHBOARD

EMERGENCY DISPATCHER

PROTOCOL SUMMARY

SPECIALTY PROTOCOLS

EIDS DATA

SETTINGS

FEATURE REQUEST

LINKS

COLLAPSE MENU

SIGN OUT

Protocols

Cardiac or Respiratory Arrest/... EMS

Pandemic/Epidemic/Outbrea... EMS

Cardiac or Respiratory Arrest/Death EMS

Number of Cases

644

Average Call Processing

00:05:18

Average Time to Dispatch

00:00:36

Gender

Gender	Percentage
Male	54.4%
Female	17.2%
Unknown	28.4%

Party

Party	Percentage
2nd Party	93%
3rd Party	5.6%
4th Party	1.1%
1st Party	0.3%

Distribution Determinant Levels

Determinant	Percentage
Echo	73.4%
Bravo	14.9%
Delta	10%
Omega	1.2%
Aborted	0.3%

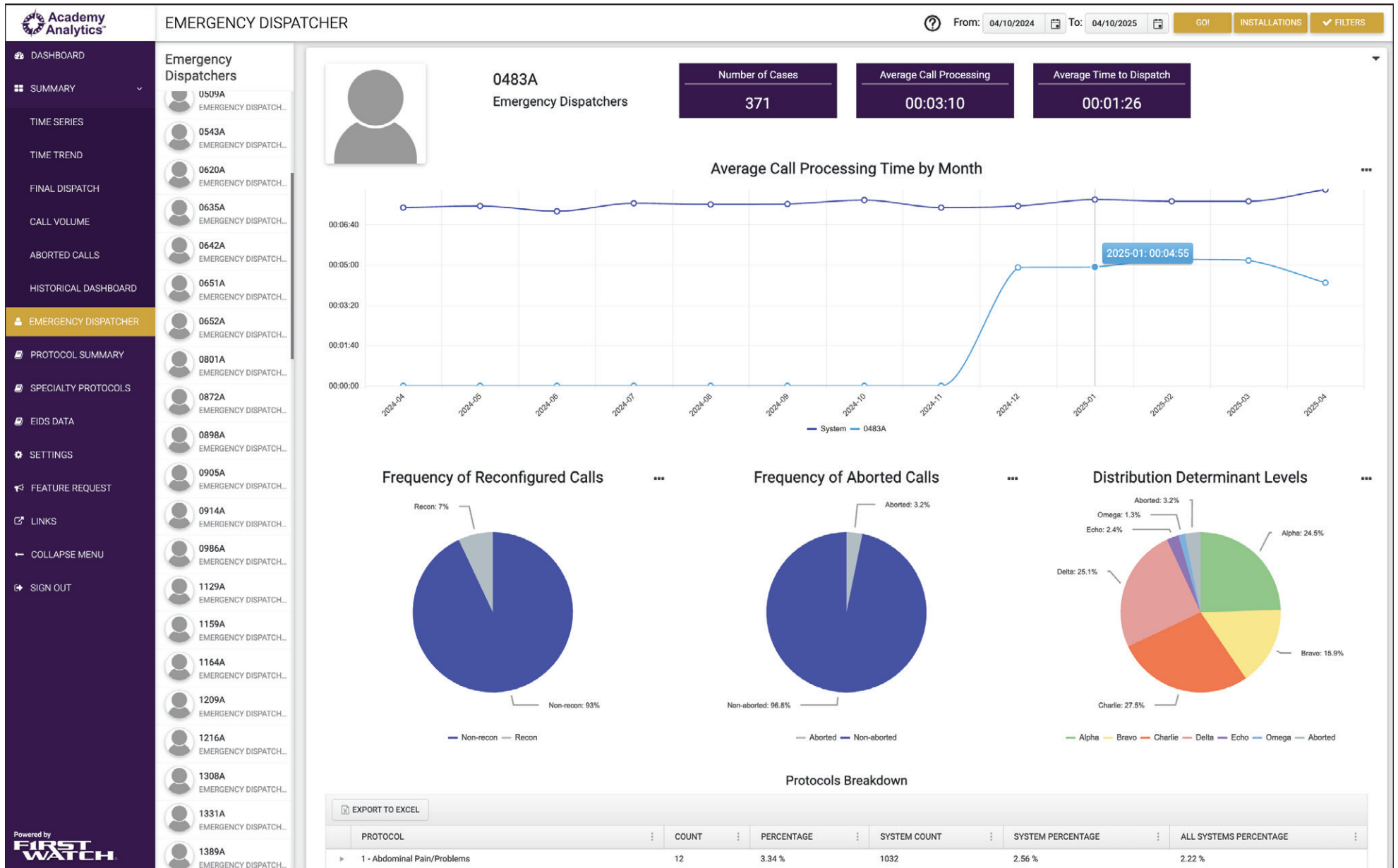
Breakdown

EXPORT TO EXCEL

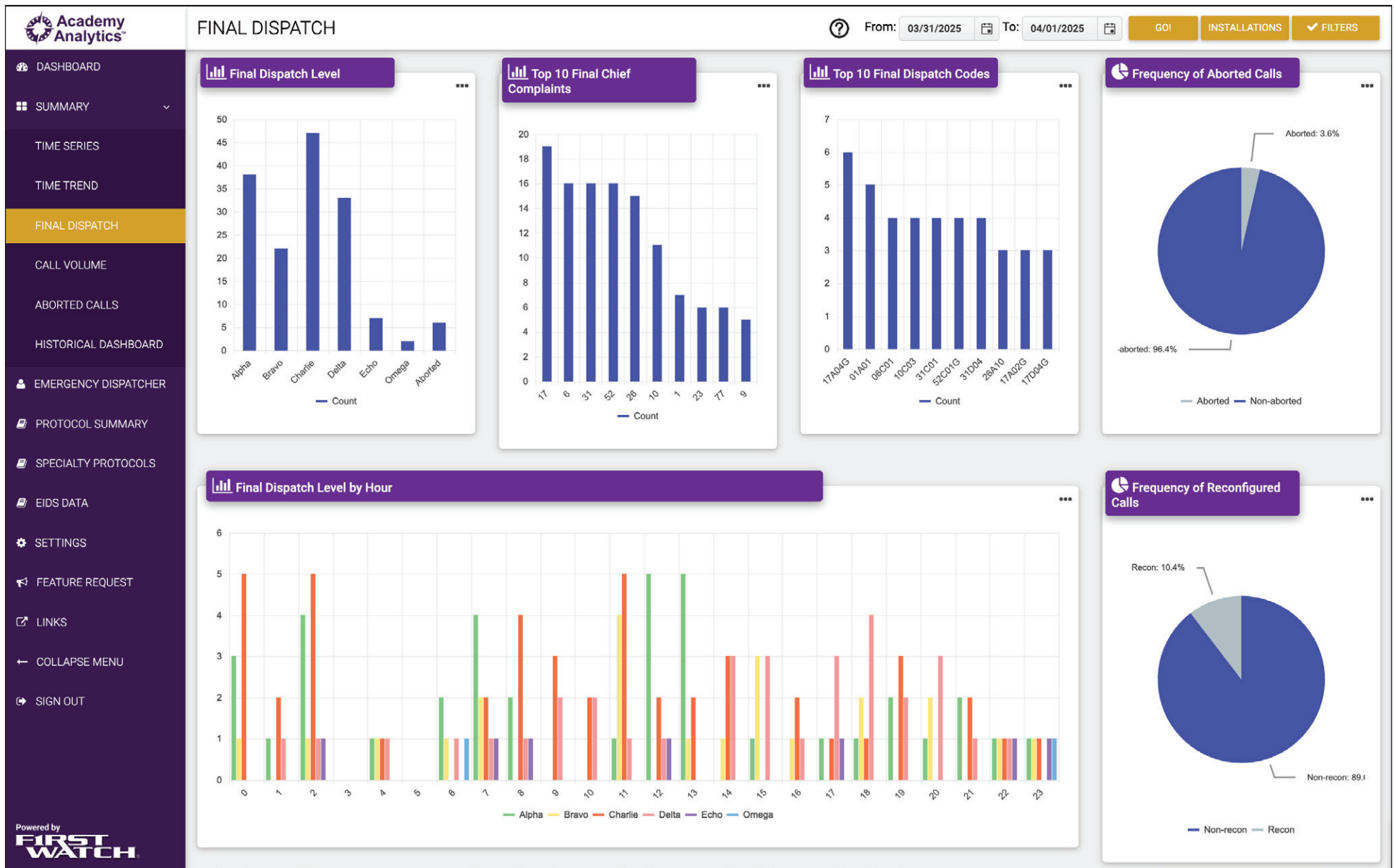
PROTOCOL	COUNT	PERCENTAGE	ALL SYSTEMS PERCENTAGE
9-B-1	97	15.06 %	0.25 %
9-D-1	40	6.21 %	0.11 %
9-D-2	25	3.88 %	0.05 %
9-E-1	405	62.89 %	0.80 %
9-E-2	64	9.94 %	0.13 %
9-E-3	4	0.62 %	0.02 %
9-E-4	1	0.16 %	0.00 %
9-O-1	8	1.24 %	0.06 %

Powered by

FIRST WATCH



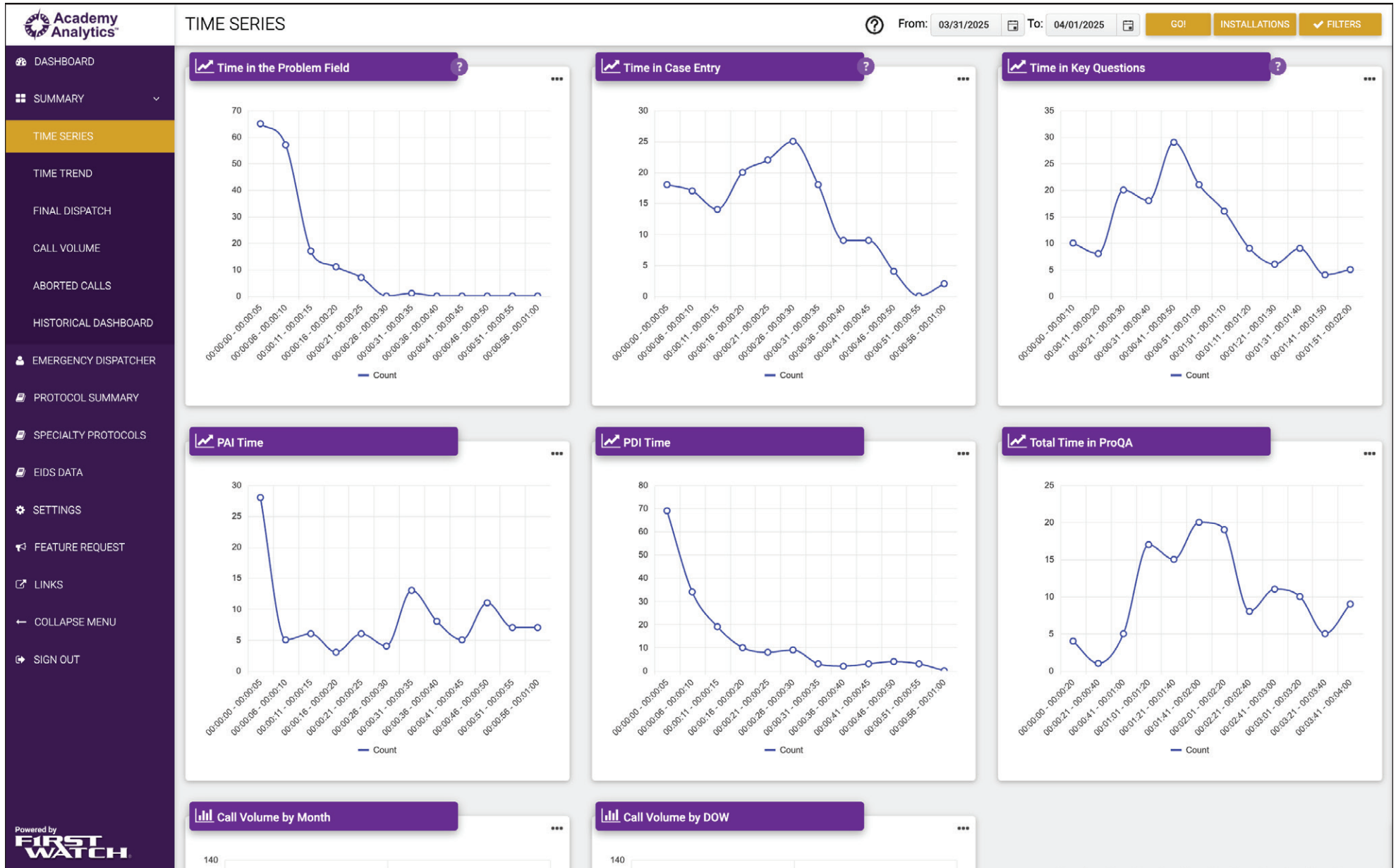
Academy Analytics™



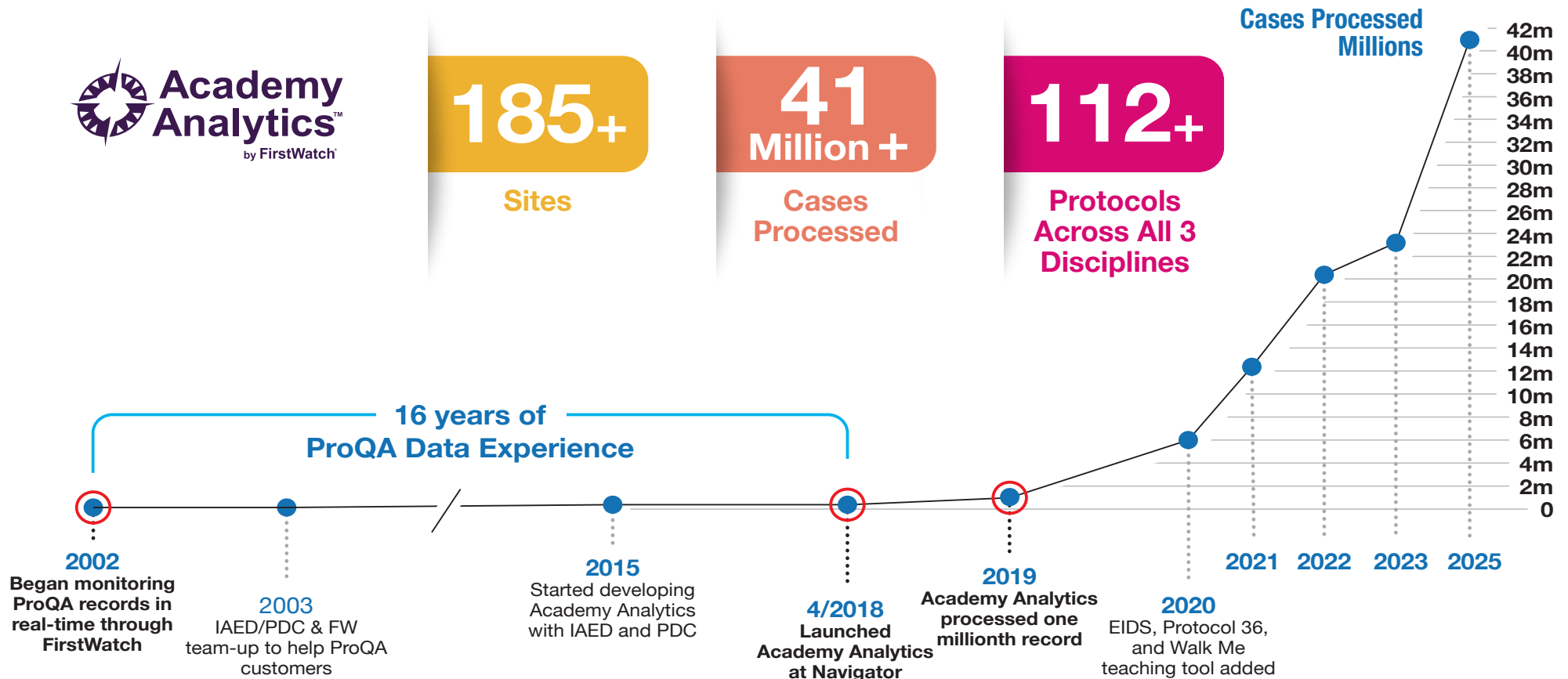
Filters

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Academy Analytics™



The evolution of Academy Analytics by FirstWatch

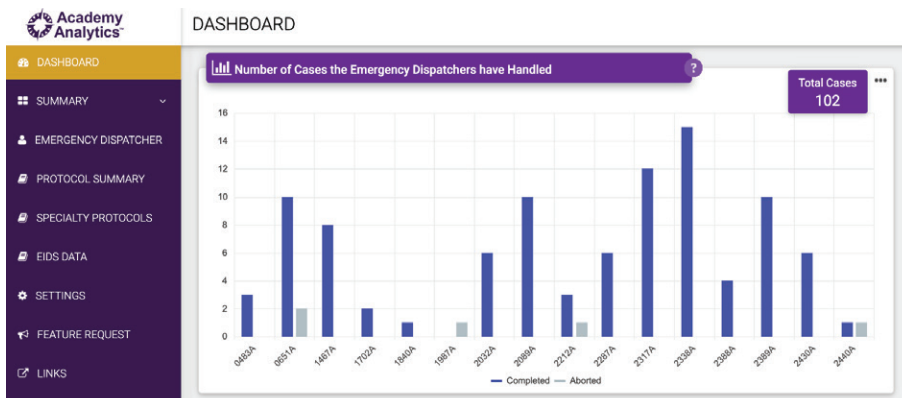




Academy Analytics by FirstWatch is the result of a collaboration between FirstWatch and the International Academies of Emergency Dispatch (IAED) to provide near-real-time web-based dashboards and analytics for ProQA users, while also enabling ground-breaking research by the IAED.

FirstWatch has partnered with the IAED and Priority Dispatch since 2002, monitoring 63 million+ ProQA records (more than 41 million via Academy Analytics). Now, agencies using ProQA can benefit from near-real-time analytics quickly and easily by adding Academy Analytics to their ProQA system.

To learn more about Academy Analytics, visit
FirstWatch.net/AA



Who We Are...

FirstWatch is a 26+ years strong, public safety software company whose 80+ team members have over 400 years of public safety experience and another 375+ years of public safety software experience. We help 911 Agencies, Law Enforcement, EMS Systems, Fire Departments, and Public Health transform raw data into meaningful information in real time. We have monitored over 590 million 911, ProQA, CAD, ePCR, and RMS records in real time, and add more than 175,000 new records to that total each day. Our 500+ customer partners serve more than 50% of the US & 30% of Canadian populations.

We're all about doing the right things for the right reasons, for our customers, their patients, the citizens they serve—and each other.

FirstWatch.net

